

FIGURE 1

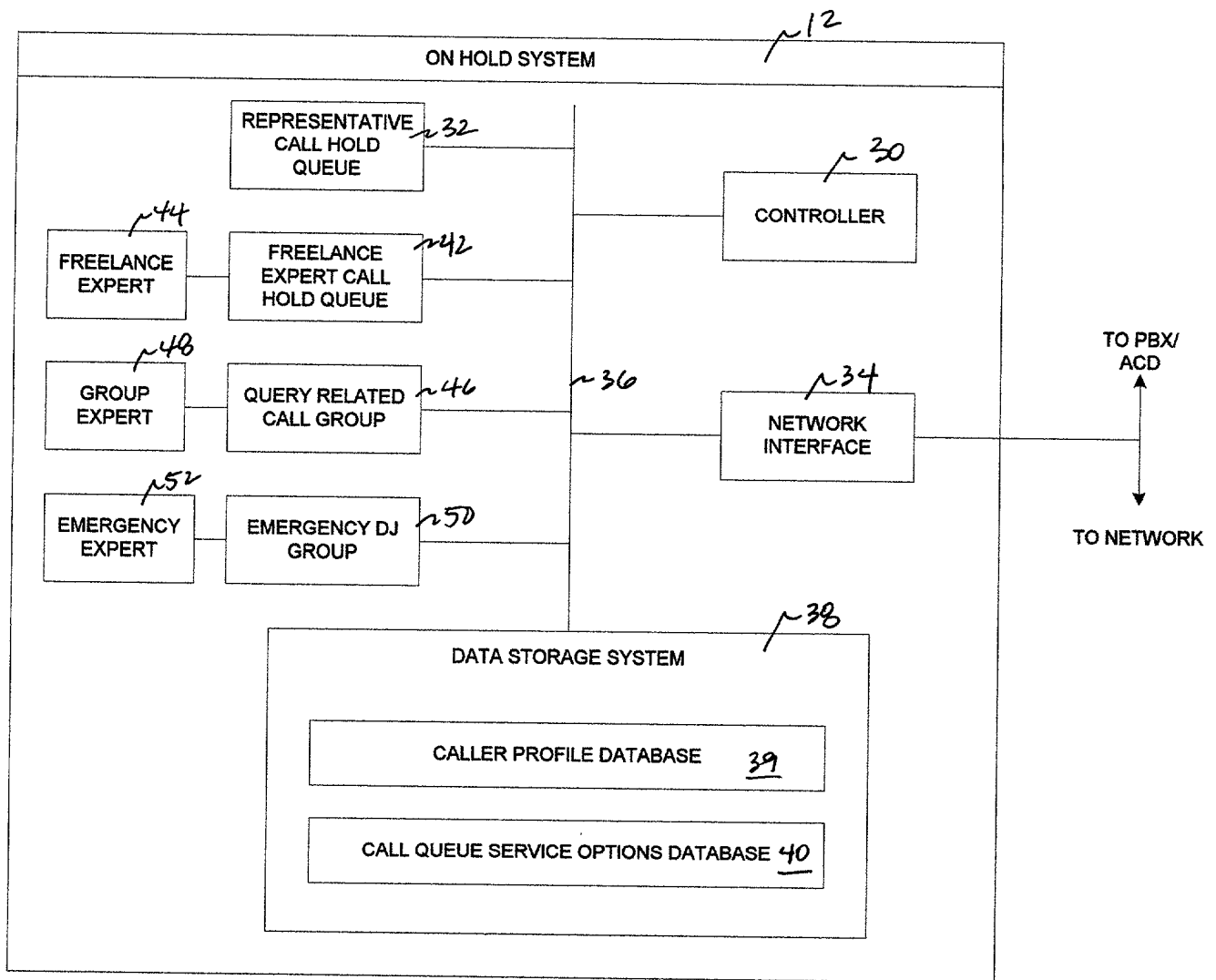


FIGURE 2

~60

REPRESENTATIVE CALL HOLD QUEUE		
POSITION	CALLER ID	OPTION
1	5120001111	MUSIC
2	5120002222	FREELANCE #4
3	5120003333	EMERGENCY
4	5120004444	EMERGENCY
5	5120005555	EMERGENCY
6	5120006666	PRINTER GROUP
7	5120007777	MODEM GROUP
8	5120008888	FREELANCE #4
9	5120009999	PRINTER GROUP

FIGURE 3

~70

FREELANCE EXPERT CALL HOLD QUEUE		
POSITION	CALLER ID	QUERY
1	5120002222	HARDWARE A
2	5120008888	HARDWARE A

FIGURE 4

~80

QUERY RELATED CALL GROUP DATABASE		
PARTICIPANT ID	CALLER ID	BROADCAST QUEUE
006	5120006666	5
009	5120009999	-

FIGURE 5

~90

EMERGENCY DJ GROUP DATABASE		
PARTICIPANT ID	CALLER ID	QUESTION QUEUE
003	5120003333	2
004	5120004444	1
005	5120005555	4

FIGURE 6

AUS920010948US1

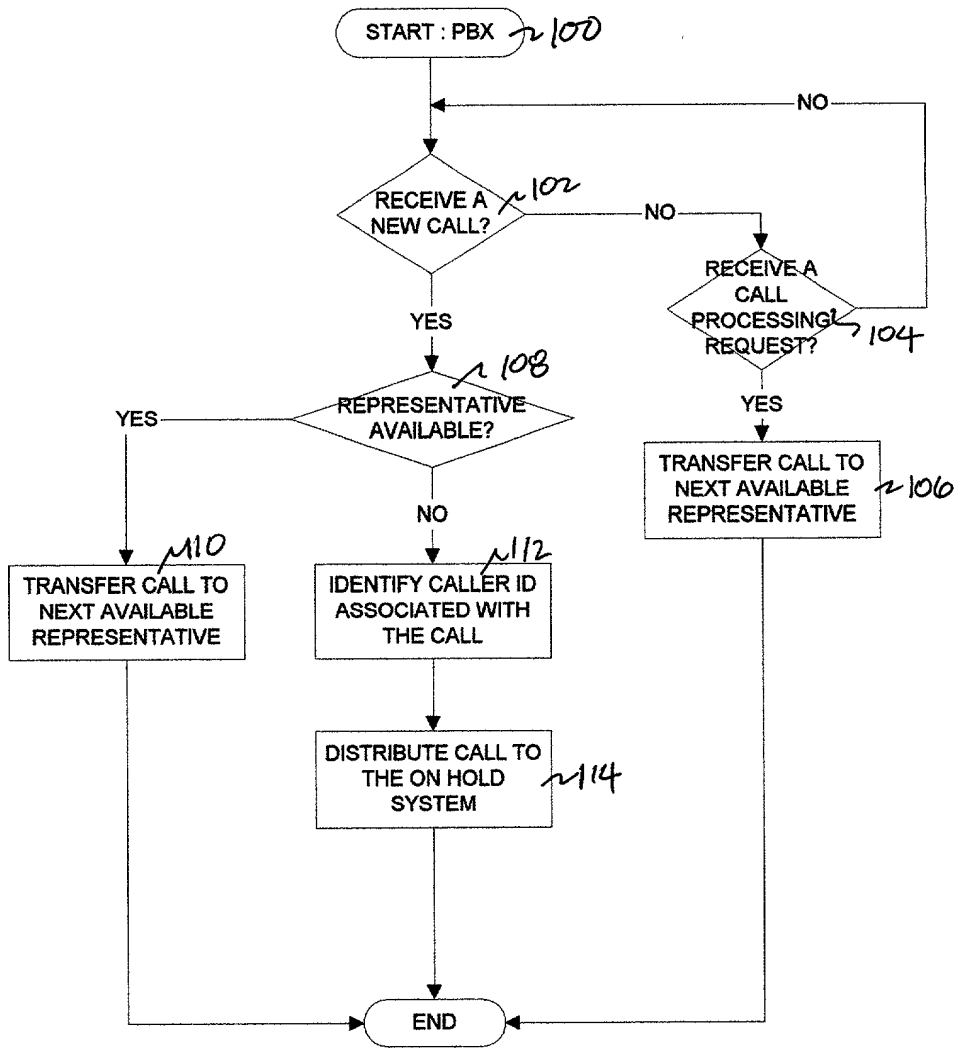


Figure 7

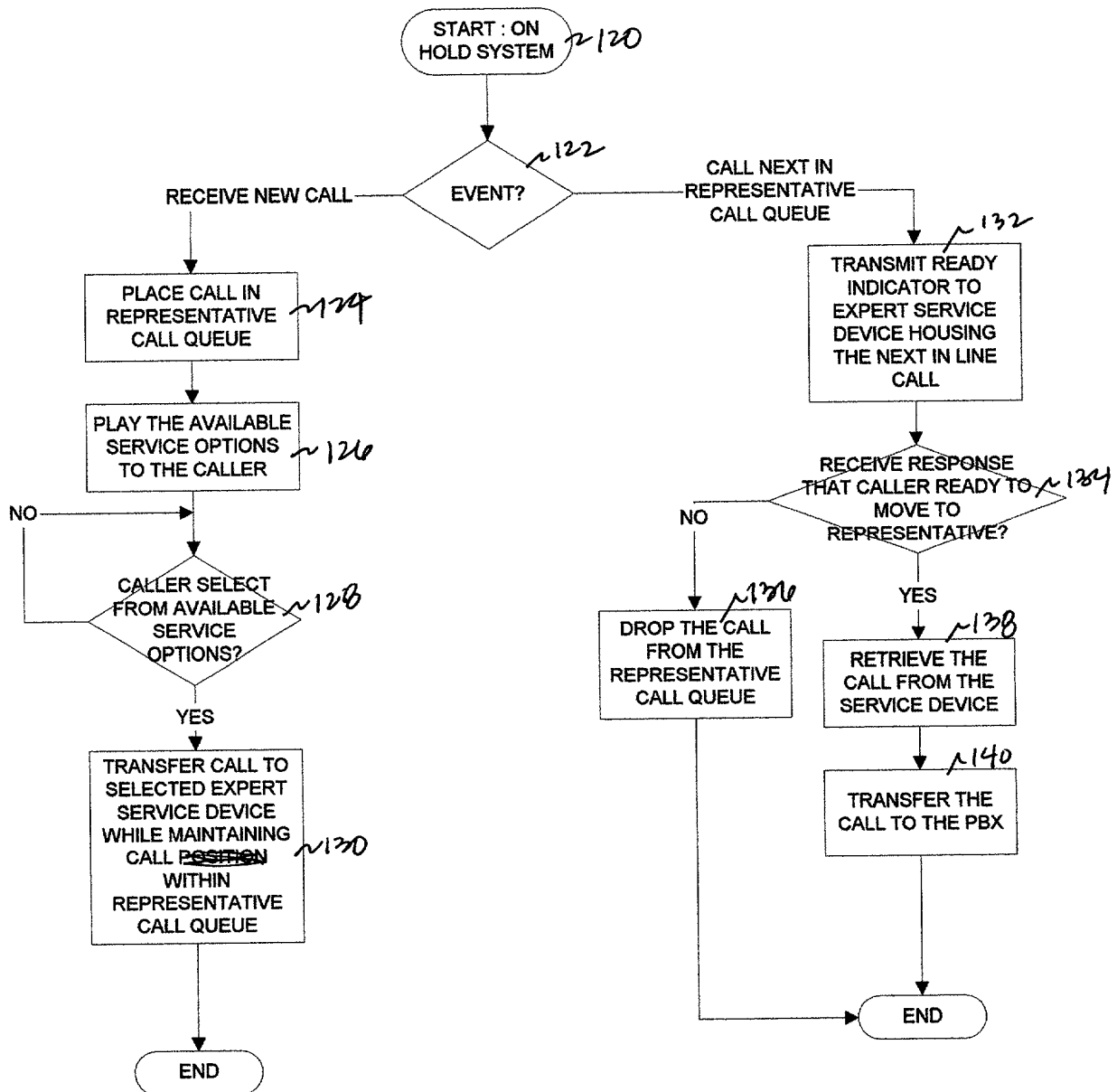


FIGURE 8

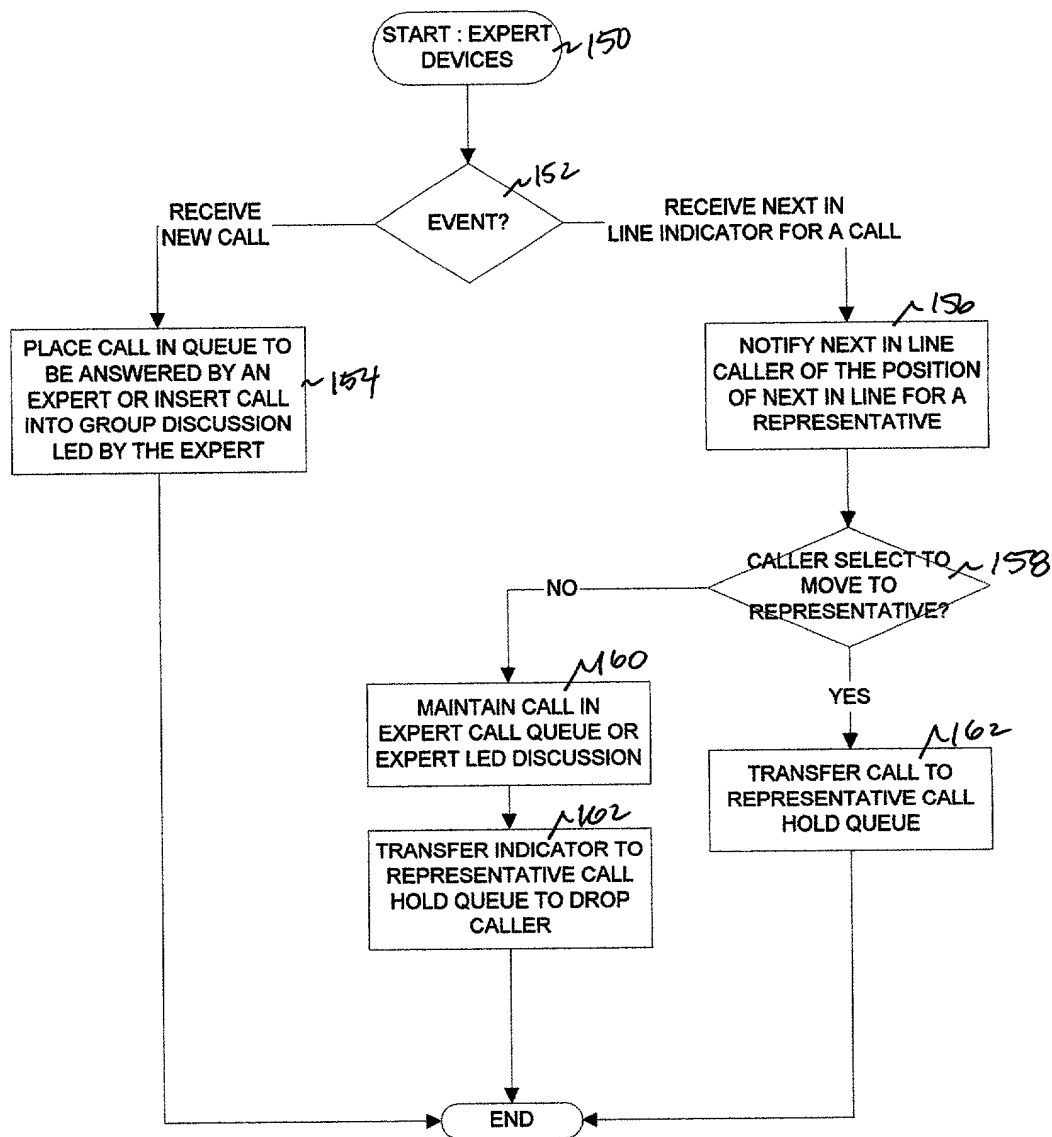


FIGURE 9